

4/15

Discussion with C/ISC

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The C/ISC [] did not feel that her office could offer any suggestions regarding OL'd image as the ISC is staffed entirely by OIS careerists. The ISC does not deal with any components other than OL and Commo. The ISC does log all outgoing OL correspondence and does occasionally spot errors in the correspondence. It is then returned to the D/OL's secretary to be re-turned to the originating office for correction. According to the Infor Control Assistant [] there have been less errors (spelling and typing) recently than before. ISC perceives this to be largely due to the D/OL's secretary holding secretarial meetings and that these meeting should be encouraged.

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Although the ISC did not fill in the questionnaire, attached is a memo form the C/ISC and she feels that a similiar questionnaire sent out to OL and Commo from their office may improve the OIS image and to find out if OL and Commo feel they are providing adequate service and what areas they could improve in.

27 June 1985

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NOTE FOR: IMSS

The members of the OC/OL-ISC are OIS careerists assigned to provide registry services to the Offices of Logistics and Communications. We have very limited contact with outside components on behalf of either office.

Over the past few days several of us have wrestled with the questionnaire you gave us regarding improving OL image. We found our answers to be very helpful but they all applied to the services that we provide to OL and therefore did not meet the objectives of the questionnaire. There is very little if any opportunity for us to create an image of OL. The image we create is of OIS and we are currently working very hard on improving the OIS image within the two offices we serve.

One note I would like to add. When the new D/OL was designated, I suggested several times that he be brought to the ISC and introduced to its members. This has still not been done. I realize he has a busy schedule but if he would pass through occasionally it would create the image that OL cares about the ISC and of course employees who feel appreciated tend to provide better services.

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